

Lived Experience – Waiting List Interviewer Guide

Interviewer notes:

- Purpose: In order to provide the best possible mental health services, we would like to know what your experience has been like while your loved one is waiting to be admitted to {insert name of facility/unit}.
- Explain that all information will be kept confidential and no names (i.e. theirs, doctors, nurses, etc on unit) will be included in any reports. Also state they can skip any questions they are not comfortable answering.
- Recoding – turn recorder on and explain that you are recording interview to make sure you capture the information accurately. Remind again, that no identifying information will be used. Make sure they agree to recording on audio.

1. Why has your family member been referred to a behavioural health bed at {*insert facility name*}?
2. What supports are currently in place to assist you and your family member while you wait?
3. What has been your experience while waiting?

Probes:

- General or overall impression?
- Your experience communicating with people?
- Have your information needs been met?
- Have you received the emotional support you need?
- Perception of length of time to access a bed?
- Involvement in decision making – what and satisfaction?
- Any comments about the attitudes of people you have interacted with?
- Any concerns or feelings (e.g. afraid of anything? Anxious about?) as you wait for a bed?
- Perception of safety for your family member and/or you?
- Any indication what your family member's experience is from what they say? Do? – how are they feeling?

4. What are your expectations of the unit?

Probes:

- What do you hope will happen?
- Any concerns related to the admission day/process and/or having your family member on the behavioural health unit?